

POSITION SUMMARY:

This position is responsible for performing professional vocational rehabilitation counseling as defined in Chapter 457, Wis. State. Professional counseling is specific to vocational rehabilitation services. The incumbent is responsible for maintaining professional credentials and licensing. This position ensures that appropriate vocational rehabilitation services are provided to the consumer by assessing, evaluating, counseling, and guiding consumers to attain vocational adjustment and achieve an employment outcome. Duties include:

- applying a combination of human development, rehabilitation, psychosocial or psychotherapeutic principles, procedures or services;
- evaluating pertinent information concerning applications for vocational rehabilitation services;
- planning, organizing and implementing a complete rehabilitation program for disabled persons that may include a variety of services, assistive devices and/or training;
- establishing and maintaining cooperative working relationships with external agencies to further the goals of the vocational rehabilitation program.

The employee in this position receives general supervision. Work is performed in a team service environment allowing for immediate response to consumer questions or concerns and requiring all staff to work together toward the Division's common goals and to achieve its mission.

Positions may also be assigned special projects or research studies; develop expertise in specialized areas of the rehabilitation process; or act as a mentor to members of the team.

TIME %

GOALS AND WORKER ACTIVITIES

10%

A. Development of the counselor/consumer relationship to allow the consumer to learn the roles and responsibilities of the DVR as well as consumer rights and responsibilities as a consumer of services

- A1. Work with consumer(s) to assess, identify and interpret functional capacities of consumers to determine eligibility.
- A2. Plan and implement a comprehensive assessment identifying individual and/or environmental issues toward consumer vocational adjustment.
- A3. Disclose DVR's mission, service process, rights and confidentiality limits to consumers.
- A4. Determine mutual expectations and responsibilities with consumers.
- A5. Establish rapport, foster mutual respect, open communication and a positive environment in building the counselor-consumer relationship.
- A6. Counsel consumer in identification of comparable benefits, resources, information and support systems necessary to achieve consumer's vocational goals.
- A7. Facilitate rehabilitation team supports from other professionals and employers as appropriate.
- A8. Use team-based service delivery methods.
- A9. Ensure consumers understand how services received relate to the DVR process toward self-reliance and service completion.

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VR Counselor (A,B)

- A10. Counsel consumer to successfully deal with situations involving conflict resolution and behavior management.

20%

B. Exploration of how consumer skills, abilities, capabilities, interests, preferences, resources, strengths and concerns guide vocational planning and how it relates to achieving successful vocational outcomes

- B1. Work with consumer to integrate assessment data to describe consumer's assets, limitations and preferences for rehabilitation planning purposes.
- B2. Ensure consumers understand DVR's expectations in the VR process and timely and appropriate services are delivered to consumers.
- B3. Use behavioral observations to make inferences about work personality, characteristics and vocational adjustment.
- B4. Share and explore appropriate legislation, policy and other pertinent information with consumer as it relates to the VR process, services, and impacts on vocational goal attainment.
- B5. Guide and counsel consumer in vocational skill development and behavior management or modification.
- B6. Counsel consumer in utilization of comparable benefits, resources, information and support systems necessary to achieve consumer's vocational goals.
- B7. Provide fair and equal access to services, reflecting respect for and acknowledgement of consumer cultural and diversity issues.
- B8. Provide the professional services necessary for consumer to make effective employment and life-related decisions.
- B9. Consult with other professionals and employers to develop and explore alternatives and opportunities for consumers.
- B10. Research and apply current counseling principles.

10%

C. Development of a solid consumer vocational foundation through vocational rehabilitation planning designed to meet consumer needs and to encourage a growing personal investment in the consumer's future

- C1. Obtain, interpret and synthesize information from various sources with consumer for the purpose of VR planning and counseling intervention and/or remediation.
- C2. Counsel the consumer towards greater understanding of legislation, policy and other pertinent information with consumer as it relates to the VR process, services, and impacts on vocational goal attainment.
- C3. Facilitate consumer decision-making and acceptance of personal responsibility in a manner consistent with the individual's culture and beliefs.
- C4. Counsel consumer on the nature of the developmental, disability, and vocational rehabilitation processes in vocational adjustment.
- C5. Counsel the consumer to understand and independently access comparable benefits, resources, information and support systems necessary to achieve consumer's vocational goals.

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15%

D. Empowerment of consumers to function with increasing independence as experience and new knowledge lead to vocational adjustment and meaningful employment

- D1. Provide constructive issue-specific feedback to consumer, based on counselor and/or rehabilitation team observations.
- D2. Counsel consumer toward greater self-reliance, self-advocacy and empowerment.
- D3. Guide and counsel consumer in the application of learned vocational skills toward their on-going vocational development.
- D4. Counsel and recommend strategies to assist consumer in overcoming identified and emergent barriers which may impede the rehabilitation process.
- D5. Guide consumers through the job placement process which includes job development and counseling employers as necessary in jobs which reflect consumer skills, strengths, interests, abilities, capabilities, concerns, resources and preferences.

10%

E. Demonstration of the consumer's self-determination and personal responsibility for their vocational decision-making toward achieving and maintaining a vocational outcome

- E1. Counsel consumer toward recognition, understanding, and acceptance of service completion and goal achievement.
- E2. Ensure consumers demonstrate greater self-reliance through counselor professional inquiry, facilitation of self-advocacy, and consumer empowerment.
- E3. Utilization of rehabilitation team supports from other professional and employers as appropriate

25%

F. Management of consumer caseload in conjunction with case coordinator and other appropriate team members

- F1. Prioritize and organize time to cover assigned area and manage caseloads within a team environment.
- F2. Travel in assigned area for the purpose of contacting referral sources and counseling with consumers and prospective consumers.
- F3. Develop and maintain contacts with agencies that may be able to refer individuals with disabilities to the agency.
- F4. Contact employers in the area, either by telephone or in person, for the purpose of promoting the job placement of individuals with disabilities and for developing work experiences or on-the-job training programs.
- F5. Develop, actively pursue and maintain ongoing working relationships with public and private agencies, which may have responsibilities and/or the ability to provide services to individuals with disabilities.
- F6. Consult with other professionals in the field and in related fields to increase individual knowledge and understanding of the various disabilities, vocational

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VR Counselor (A,B)

information, legal concerns, and wide range of other information relative to the rehabilitation field.

- F7. Consult on or handle complex/difficult rehabilitation cases and function as a mentor to other team members.
- F8. Perform, as directed by the DWD DVR Director or VR Supervisor, special district office projects and research studies and serve in a liaison capacity with other agencies, central office and special committees as they relate to these projects.

10%

G. Documentation of all casework activities to ensure compliance with state and federal requirements in conjunction with case coordinator and other appropriate team members

- G1. Record case notes in consumer's electronic file to maintain record of consumer's rehabilitation progress.
- G2. Complete all necessary forms, reports and statistical data to comply with federal and state regulations, policies and procedures.
- G3. Write letters or other necessary correspondence to consumers, referral sources, service vendors, and others to ensure that all parties are informed of case progress.
- G4. Review management reports, budget reports, and other similar information to review personal performance in relation to previously set goals and objectives.
- G5. Exercise fiscal responsibility in the delivery of case services in compliance with state and federal requirements.

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KNOWLEDGES, SKILLS AND ABILITIES:

Knowledge of:

- Career counseling, assessment, and consultation services principles and techniques
- Counseling theories, techniques and applications
- Rehabilitation services and resources
- Case and caseload management principles and methods
- Health care and disability systems
- Medical, functional, and environmental implications of disability
- Physical and mental impairments and their relation to vocational and social adjustment
- Principles, methods, and techniques of rehabilitation training
- Principles, methods, and techniques of vocational rehabilitation counseling
- Community resources available to individuals with disabilities
- Federal and state laws, rules, regulations, policies and procedures relating to Vocational Rehabilitation
- Business/employment opportunities in the Workforce Development Area
- Workforce Investment Act
- Rehabilitation Act and amendments (Title IV of WIA)
- Americans with Disabilities Act
- Computer and adaptive devices for the sensory impaired
- Rehabilitation technology
- Basic principles of Quality Improvement and working with Teams in the workplace

Ability to:

- Effectively interact with a variety of individuals
- Negotiate mutually acceptable agreements
- Resolve conflict effectively
- Work effectively in a team setting
- Travel in assigned geographical area(s)
- Apply organizational and time management technique to every-day workload
- Adjust priorities at a given moment
- Use a personal computer and office software

Skill in:

- Clinical problem-solving
- Interpreting diagnostic and medical evaluation materials
- Effective communications, both orally and in writing
- Juggling daily work demands to meet expectations

A Wisconsin Professional Counselor license is required for this position

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